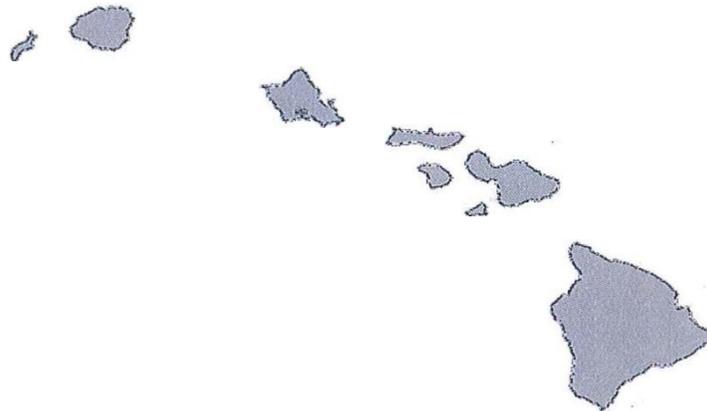




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**STATE OF HAWAI‘I**  
**DEPARTMENT OF TRANSPORTATION**  
**LANGUAGE ACCESS PLAN**

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Equality



Equity

Office of Civil Rights  
Title VI Program  
200 Rodgers Boulevard  
Honolulu, Hawai‘i 96819

STATE OF HAWAII  
DEPARTMENT OF TRANSPORTATION  
OFFICE OF CIVIL RIGHTS

**MEMORANDUM**

OCR 1.8860

DATE: MARCH 1, 2019

TO: JADE T. BUTAY, DIR

THROUGH: LYNN ARAKI-REGAN, DEP-S *lar*

FROM: MELANIE M. MARTIN, OCR *MM*

SUBJECT: 2019 LANGUAGE ACCESS PLAN

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and H.R.S. Chapter 321C require that the Hawaii Department of Transportation's (HDOT's) services are accessible to Limited English Proficient (LEP) persons.

HRS§ 321C-4 requires each state agency to file a Language Access Plan with the Office of Language Access.

Attached for your review and approval is HDOT's newly revised Language Access Plan. Revisions included updated LEP population statistics for the State of Hawaii, clearer procedures for providing public notice, oral interpretation and written translation services to LEP persons, and an updated departmental volunteer bilingual staff directory for use in providing interpreter services.

For questions about the new Language Access Plan, please contact Randall T. Landry at (808) 831-7921 or via email at randall.t.landry@hawaii.gov.

APPROVED:



JADE T. BUTAY  
Director of Transportation

Mar 4, 2019  
DATE

DAVID Y. IGE  
GOVERNOR



**STATE OF HAWAII**  
**DEPARTMENT OF TRANSPORTATION**  
869 PUNCHBOWL STREET  
HONOLULU, HAWAII 96813-5097

JADE T. BUTAY  
DIRECTOR

Deputy Directors  
LYNN A.S. ARAKI-REGAN  
DEREK J. CHOW  
ROSS M. HIGASHI  
EDWIN H. SNIFFEN

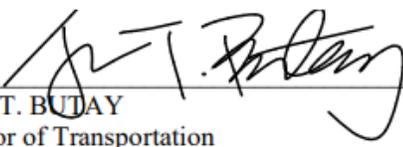
IN REPLY REFER TO:  
OCR-T 1.8855

### **NON-DISCRIMINATION POLICY STATEMENT**

It is the policy of the Hawaii Department of Transportation (HDOT) that no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by the Department or its sub-recipients.

To comply with this policy, civil rights and division staff with civil rights responsibilities must work closely to oversee their shared Title VI nondiscrimination responsibilities. All HDOT employees, including the Director, Deputy Directors, Division Administrators, Program Administrators, Engineering Program Managers, Section Heads of HDOT's major program areas (Planning, Construction and Maintenance, Design, Right-of-Way, and Materials Testing and Research Branch), as well as the Airports Division, Harbors Division, and the Department's sub-recipients, will be responsible for making a good faith effort to ensure that this policy is carried out in their respective program areas.

The authority to develop, maintain, implement and monitor this policy is delegated to the Civil Rights Coordinator.

  
\_\_\_\_\_  
JADE T. BUTAY  
Director of Transportation

Feb 25, 2019  
DATE

DAVID Y. IGE  
GOVERNOR



STATE OF HAWAII  
DEPARTMENT OF TRANSPORTATION  
869 PUNCHBOWL STREET  
HONOLULU, HAWAII 96813-5097

JADE T. BUTAY  
DIRECTOR

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IN REPLY REFER TO:  
OCR-T 1.8856

## LANGUAGE ACCESS POLICY

The scope of Hawaii's population cannot be described merely through the varied numbers of races, cultures, or languages spoken by individuals. However, taking into account the myriad number of languages spoken, Hawaii Department of Transportation (HDOT) must ensure that Limited English Proficient (LEP) persons be provided with reasonable access to services and notice of such.

In compliance with Title VI of the Civil Rights Act of 1964, Executive Order 13166, and Hawaii Revised Statutes chapter 321C, HDOT endeavors to provide meaningful access for LEP persons to information and services. LEP persons often find that there are barriers to accessing important services, understanding rights and complying with required responsibilities.

What constitutes reasonable steps to ensure meaningful access is contingent upon the following factors:

1. The number of proportion of LEP person in the eligible service area;
2. The frequency with which LEP persons come into contact with the program;
3. The importance of the service; and
4. The resources available to the Recipient.

In providing services to members of the public, HDOT employees must determine whether the individual seeking HDOT services are LEP. If so, HDOT employees should use the services of the telephone interpretive services available for solicitation via the State Procurement Office or the Bilingual Employee List as tools to provide language assistance. This will assure that HDOT's programs and activities are accessible to persons with Limited English Proficiency.

A handwritten signature in black ink, appearing to read "Jade T. Butay", written over a horizontal line.

JADE T. BUTAY  
Director of Transportation

Feb 20, 2019  
DATE

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## **LEGAL AUTHORITIES AND GUIDANCE**

### **TITLE VI OF THE CIVIL RIGHTS ACT OF 1964.**

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) provides that, "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. §§ 2000d- 2000d-7. Note: the 1987 Civil Rights Restoration Act broadened the coverage of Title VI protections to include all of the recipient's programs and activities, whether they are federally funded or not.

The national origin protected category under Title VI gives the statutory authority for nondiscrimination in the provision of services to individuals with LEP.

### **EXECUTIVE ORDER 13166.**

Presidential Executive Order (EO) 13166, *Improving Access to Services for Persons with Limited English Proficiency* directs recipients of federal funds to, "examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the [recipient]." 65 Fed. Reg. 50121 (Aug. 16, 2000).

### **UNITED STATES DEPARTMENT OF JUSTICE (DOJ) POSITION ON LANGUAGE ACCESS**

The role of the U.S. DOJ under EO 13166 includes providing LEP guidance to other federal agencies and to ensure consistence among agency specific guidance.

### **UNITED STATES DEPARTMENT OF TRANSPORTATION (USDOT) POSITION ON LANGUAGE ACCESS**

Guidance from the U.S. DOT places high priority on providing LEP persons with meaningful access and advocates a flexible approach in ensuring such access in order to fit the varying needs of its recipients. 67 Fed Reg. 41455 (June 18, 2002).

### **HAWAI'I REVISED STATUTES (HRS) Chapter 321C**

The purpose of H.R.S. Chapter 321C is to affirmatively address, on account of national origin, the language access needs of LEP persons in Hawai'i. In providing the delivery of language accessible services, it is the intent of the Hawai'i legislature that those services be guided by EO 13166 and succeeding provisions of federal law, regulation, or guidance. H.R.S. § 321C-3 (2012).

## LIMITED ENGLISH PROFICIENCY (LEP)

Limited English Proficiency (LEP) is a term used to describe people who do not speak English as their primary language and who identify themselves as having a limited ability to read, write, speak, or understand English.

The diversity of Hawai'i's LEP population continues to grow. Statewide, approximately 25 percent of individuals speak a language other than English at home. Of that 25 percent, 48.8 percent of those persons report speaking English "not well" or "not at all." The top languages spoken by Hawai'i's LEP population in descending order include Tagalog, Japanese, Ilocano, Chinese, Spanish, Hawaiian and Korean. (*American Community Survey 2010-2014; DBEDT's "Detailed Languages Spoken at Home," March 2016*). Subsequent data has reaffirmed the aforementioned data, with languages other than English spoken at home by 25.8% of the population of Hawaii, and from that, 11.4% speak English less than "very well."<sup>1</sup>

Language for individuals with LEP can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information.

The Hawai'i Department of Transportation (HDOT) Language Access Plan reinforces HDOT's policy of providing meaningful access to its services, programs and activities for individuals with LEP. HDOT ensures the provision of competent and timely oral language services as well as written translations of vital documents based on the four factor analysis outlined below.

## IMPLEMENTING HDOT'S LANGUAGE ACCESS PLAN

Any HDOT branch or county agency that deals with members of the public must assess the need for provision of language services and take reasonable steps to ensure meaningful access to public services, programs and activities by LEP persons. The services may include:

- Providing oral language services in a timely and competent manner.
- Offering written translations of vital documents into the primary language of LEP persons who constitute 5% or 1,000 of the population eligible to be served or likely to be affected or encountered, or notice of the right to receive oral interpretation of vital documents if said population is less than 50.

### Meaningful Access

Guidance from the U.S. DOJ, the U.S. DOT, and Hawai'i State law directs recipients of federal and state funds to take reasonable steps to ensure meaningful access to its services, programs and activities by LEP persons. This flexible and fact dependent standard begins with an assessment that balances the following four factors:

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<sup>1</sup> American Community Survey 2017. Accessible at:  
[http://files.hawaii.gov/dbedt/census/acs/ACS2017/ACS2017\\_1\\_Year/geographic/ACS\\_17\\_1YR\\_DP\\_state\\_all.pdf](http://files.hawaii.gov/dbedt/census/acs/ACS2017/ACS2017_1_Year/geographic/ACS_17_1YR_DP_state_all.pdf)

1. The number or proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which limited English proficient persons come in contact with the services, programs, or activities;
3. The nature and importance of the services, programs, or activities; and
4. The resources available to the State or covered entity and costs. See 67 Fed Reg. 41455 (June 18, 2002), 70 Fed. Reg. 74087 (December 14, 2005).

The two main ways to provide language services are oral interpretation (either in person or via telephone interpretation service), and written translation. Oral interpretation can range from on-site interpreters to telephone interpretation services. Likewise, written translation can range from translation of an entire document to translation of a short description of the document.

The correct mix should be based on what is both necessary and reasonable in light of the four factor analysis. HDOT branches, and county agencies have substantial flexibility in determining the appropriate mix.

## **IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE**

The U.S. DOT provides some examples (not exhaustive) of populations likely to include LEP persons who are served or encountered by DOT recipients. These populations should be considered when planning language services:

- Public transportation passengers.
- Persons who apply for a driver's license at a state department of motor vehicles.
- Persons subject to the control of state or local transportation enforcement authorities, including, for example, commercial motor vehicle drivers. Persons served by emergency transportation response programs.
- Persons living in areas affected or potentially affected by transportation projects.
- Business owners who apply to participate in DOT's Disadvantaged Business Enterprise (DBE) program.

## **LANGUAGE SERVICES**

### **Oral Interpretation Services**

Providing LEP persons with oral language assistance at public service counters, when there is telephone contact or at public meetings is necessary. First, one determines the language in which the interpretive service is needed. Second, interpretation service may take the form of enlisting the help of a bilingual staff member. Third, if that is not an option, the Bilingual Employee

Directory (Attachment B) should be consulted to obtain interpretation through an HDOT employee on the list. Fourth, the HDOT branch or the county driver’s license office involved should contact the contracted telephone interpreter service for assistance with the client. Fifth, "[t]o the extent that the State requires additional personnel to provide language services based on the determination set forth in this section, the State shall hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions." See below for a more detailed outline of the process of providing interpretation services.

**Multilingual Assistance**

*LEP persons have the right to free language assistance in their spoken language.* The Hawai'i Office of Language Access (OLA) developed a "If You Need an Interpreter..." poster listing twenty-two (22) languages that are likely to be the primary languages spoken by LEP persons in Hawai'i. The intent of the poster is for an LEP person to point to the poster indicating the language they understand. The languages included on the poster are: Burmese, Cambodian, Chamorro, Chuukese, Hawaiian, Ilocano, Japanese, Korean, Kosraen, Lao, Mandarin or Cantonese, Marshallese, Pohnpeian, Russian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan (Cebuano), and Yapese.<sup>2</sup>

*HDOT offices that have contact with the public shall have the OLA's multilingual signage posters prominently placed where LEP persons may indicate which language they understand.* See Attachment A

**Volunteer HDOT Bilingual Staff**

HDOT has created a Departmental directory of volunteer bilingual staff in the event language assistance is needed in person at the office location of the volunteer bilingual staff (See Attachment B for the HDOT Bilingual Staff Directory). HDOT strives to survey employees semi-annually for volunteers to ensure as complete a list for all branches and locations will be available. HDOT will also conduct a voluntary survey at the onset of an individual employee’s employment to determine whether a given bilingual employee would be interested in being added to the bilingual staff directory. The HDOT Bilingual Staff Directory provided here is not an exhaustive list and subject to change given personnel shifts.

**Telephone Interpreter Service**

If there is no bilingual employee available (either on premises or via bilingual employee list), HDOT branches or the county agency may hire an outside interpreter to provide meaningful language access. The following lists language interpretation and/or translation providers. List below is not exhaustive. No warranties of provider competency.

Name	Contact	Service
NASPO, Telephone	808 586-0565 Donn Tsuruda-Kashiwabara <a href="http://spo.hawaii.gov">http://spo.hawaii.gov</a> ; In link, go to Price & Vendor Lists Contracts <sup>3</sup>	Oral Interpretation

<sup>2</sup> Accessible at: [https://health.hawaii.gov/ola/files/2016/10/Edit2\\_LA-Poster-7-22-11-8-5x11-Latestrevised3-LTR.pdf](https://health.hawaii.gov/ola/files/2016/10/Edit2_LA-Poster-7-22-11-8-5x11-Latestrevised3-LTR.pdf)

<sup>3</sup> A copy of the current price list contract can be found here: <https://spo.hawaii.gov/wp-content/uploads/2019/02/16-05-CR7-Exe.pdf>

Pacific Gateway Center	808 851-7010 <a href="http://www.pacificgatewaycenter.org/hawaii-language-bank.html">http://www.pacificgatewaycenter.org/hawaii-language-bank.html</a>	Oral Interpretation Written Translation
Hawaii State Judiciary	808 539-4860 <a href="http://www.courts.state.hi.us/wp-content/uploads/2017/01/interpreters.pdf">http://www.courts.state.hi.us/wp-content/uploads/2017/01/interpreters.pdf</a>	Oral Interpretation
Hawaii Interpreters and Translators Association	<a href="http://www.hawaiiinterpreters.com">www.hawaiiinterpreters.com</a>	Oral Interpretation Written Translation

When interpretation is provided, it should be competent and timely in order to be effective. While quality and accuracy of language services are critical, they are nonetheless part of the appropriate mix of LEP services required.

To clarify the above-mentioned “quality,” U.S. DOT guidance provides, at 70 Fed. Reg. 74087 (December 14, 2005), “(t)he quality and accuracy of language services as part of disaster relief programs, or in the provision of emergency supplies and services, for example, must be extraordinarily high, while the quality and accuracy of language services in a bicycle safety course need not meet the same exacting standards.”

Further, to be timely, language assistance should be provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of an undue burden on or delay in important rights, benefits, or services to the LEP person.

## MOST COMMON LANGUAGES

The top languages spoken by Hawai'i's LEP population in descending order include, Tagalog, Japanese, Ilocano, Chinese, Spanish, Hawaiian, Korean, Other Pacific Island Languages (Chuukese, Marshallese, Yapese), Samoan, and Vietnamese.<sup>4</sup> The Motor Vehicle Safety Office (MVS), part of HDOT, offers driver's license written exams in Chuukese, Marshallese, Korean, Hawaiian, Spanish, Simplified Chinese, Traditional Chinese, Ilocano, Samoan, Tongan, Japanese, Tagalog, and Vietnamese via the respective County DMVs or equivalent. The Hawaii State Driver's Manual will be offered in the languages noted above for the driver's license written examinations. Based on the exams offered for calendar years 2017 and 2018, county offices report that the most commonly requested alternative language exams are those in Spanish, Japanese, Simplified Chinese, Traditional Chinese, Vietnamese, and Tagalog.<sup>5</sup>

<sup>4</sup> *Detailed Languages Spoken at Home*, State of Hawaii Department of Business, Economic Development and Tourism. Published March 2016. Accessible at: [http://files.hawaii.gov/dbedt/census/acs/Report/Detailed\\_Language\\_March2016.pdf](http://files.hawaii.gov/dbedt/census/acs/Report/Detailed_Language_March2016.pdf)

<sup>5</sup> Per month to month reports from County DMVs for the 2017-2018: Spanish with 839 requests, Japanese with 767 requests, Traditional Chinese with 629 requests, Tagalog with 317 requests, Simplified Chinese with 266 requests, and Vietnamese with 192 requests.

## **WRITTEN TRANSLATIONS OF VITAL DOCUMENTS**

### **Procedure for Providing Written Translation Services**

OCR's Title VI Specialist is currently surveying (using Survey Monkey) Highway Branch Offices, Harbors Branch Offices, Airports Branch offices and counties for the purpose of identification of documents that require written translation, based on the four factor analysis. Given the results of such survey, OCR will then develop a listing of vital documents for written translation. Results of surveys are due as soon as possible. This will enable HDOT to determine what funding is necessary to request in order to translate particular documents.

Vital documents are, "printed documents that provide important information necessary to access or participate in services, programs, and activities of a State agency or covered entity, including but not limited to applications, outreach materials, and written notices of rights, denials, losses, or decreases in benefits or services." H.R.S. § 321C-2 (2012).

When a request for a written translation is received, the HDOT Branch Office receiving the request shall notify and meet with the Title VI Specialist. A decision for translation will be based on 1) whether the document is vital based on the definition in the paragraph above; and 2) the assessment of the four factor analysis discussed above. The Branch Office shall select a competent translator in a timely manner.

## **TRAINING**

All HDOT and LPA managers and employees who have regular contact with members of the public and those who develop projects shall be trained, at least once a year by HDOT Title VI Specialist and/or by FHWA trainers, on meaningful access to services for LEP persons, identifying language needs, and provision of necessary interpreters or translation services.

## **MONITORING AND UPDATING LANGUAGE ACCESS POLICIES**

Through regular Title VI compliance review, evidence from surveys, guidance via the Office of Language Access, as well as information gleaned through LEP community resources, OCR's Title VI Specialist shall monitor and update HDOT's Language Access Policy and procedures. In addition, the State of Hawai'i's Office of Language Access shall receive a new Language Access Plan from HDOT every two years. Furthermore, HDOT shall submit semi-annual Language Access Reports in addition to the aforementioned documents.

# Attachment A

## Office of Language Access Multilingual Poster



**Please point here if you need an interpreter  
in this language (at no cost to you).**



<b><u>Hawaiʻian:</u></b>	E kuhikahi mai 'oe i 'ane' i ke pono ka mahelé'olelo ('a'oha káki).
<b><u>日本語 (Japanese):</u></b>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<b><u>한국어 (Korean):</u></b>	통역을 필요로 하시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않아서도됩니다.
<b><u>普通话(华语/國語) (Mandarin):</u></b>	如果您需要讲普通话的免费翻译, 请指这里。(如果您需要講國語的免費翻譯, 請指這裡。)
<b><u>廣東話 (Cantonese):</u></b>	如果您需要講廣東話的免費翻譯, 請指這裡。
<b><u>Ilokano:</u></b>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<b><u>Tagalog:</u></b>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<b><u>Cebuano (Visayan):</u></b>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<b><u>Tiếng Việt (Vietnamese):</u></b>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<b><u>မြန်မာ (Myanmar):</u></b>	သင်နားလည်သောစကားနှင့် ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နေရာကိတ်ခေါက်ဆွဲဖုန်းလုံးကောင်းလျှင်ပါမည်။
<b><u>ภาษาไทย (Thai):</u></b>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<b><u>ភាសាខ្មែរ (Khmer):</u></b>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែភាសាខ្មែរ (អ្នកមិនត្រូវការថវិកាយ៉ាងអស់)។
<b><u>ລາວ (Lao):</u></b>	ກະລຸນາຊີ້ໃສ່ບ່ອນນີ້ ຖ້າທ່ານຕ້ອງການລ່າມພາສາລາວ (ໂດຍທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<b><u>Marshallese:</u></b>	Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōñāñ ñan yuk).
<b><u>Chuukese:</u></b>	Itini awenewenan ikeei ika pwún kopwe néunéú emén chón chiakú nón fōosun eei fénú (kosap wisenméeni noum eei chón chiakú).
<b><u>Chamorro:</u></b>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<b><u>Pohnpeian:</u></b>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<b><u>Kosraean:</u></b>	Nunak munas srisrngingac acn se nge fwin kom enenu met in top nuke kahs lom an sifacna (kom ac tia molu).
<b><u>Yapese:</u></b>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<b><u>Yapese (Outer Island):</u></b>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<b><u>Samoan:</u></b>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē tologiina se tupe).
<b><u>Tongan:</u></b>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<b><u>Русский (Russian):</u></b>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<b><u>Español (Spanish):</u></b>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

**For more information, please contact:**

Office of Language Access 830 Punchbowl Street, Room 322 Honolulu, Hawaii 96813	E-mail: <a href="mailto:Ola@doh.hawaii.gov">Ola@doh.hawaii.gov</a> Call: (808) 586-8730 Neighbor Islands: 1 (866) 365-5955
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## Attachment B

### HDOT Bilingual Staff Directory

Language	Name	Division	Email	Telephone
<b>OAHU</b>				
<b>Aliiaimoku Hale</b> 869 Punchbowl Street Honolulu, HI 96813				
Cantonese	Kam Kin Sin	HWY-S	<a href="mailto:karn.kin.sin@hawaii.gov">karn.kin.sin@hawaii.gov</a>	587-2226
Chinese	Tong Vuong	BUS	<a href="mailto:tong.t.vuong@hawaii.gov">tong.t.vuong@hawaii.gov</a>	587-1987
Ilocano	Ferdinand Gervacio	BUS-0		587-2140
Japanese	Don Fukuhara	OCR-DS	<a href="mailto:don.fukuhara@hawaii.gov">don.fukuhara@hawaii.gov</a>	587-6333
Japanese	David Hirao	HWY-E	<a href="mailto:david.hirao@hawaii.gov">david.hirao@hawaii.gov</a>	587-5383
Korean	David Hirao	HWY-E	<a href="mailto:david.hirao@hawaii.gov">david.hirao@hawaii.gov</a>	587-5383
Tagalog	Ferdinand Gervacio	BUS-0		587-2140
Vietnamese	Tong Vuong	BUS	<a href="mailto:tong.t.vuong@hawaii.gov">tong.t.vuong@hawaii.gov</a>	587-1987
<b>Honolulu International Airport</b> Inter-Island Terminal Bldg 400 Rodgers Blvd, Honolulu, HI 96819				
Cantonese	Betty Hu	AIR-IC	<a href="mailto:Betty.hu@hawaii.gov">Betty.hu@hawaii.gov</a>	838-8677
Ilocano	Edona Queja	AIR-PM	<a href="mailto:edona.queja@hawaii.gov">edona.queja@hawaii.gov</a>	838-8633
Ilocano	Pepito R. Gomez	AIR EC	<a href="mailto:pepito.gomez@hawaii.gov">pepito.gomez@hawaii.gov</a>	838-8814
Spanish	Hemy Bruckner	AIR-LG	<a href="mailto:Hemy.p.bruckner@hawaii.gov">Hemy.p.bruckner@hawaii.gov</a>	878-8701
Japanese	Keiko Mizuno	AIR-V	<a href="mailto:keikopuna@yahoo.com">keikopuna@yahoo.com</a>	836-6413
Tamil	Premnath Vijayakumar	AIR-V	<a href="mailto:Premnath.vijayakumar@hawaii.gov">Premnath.vijayakumar@hawaii.gov</a>	838-6458
<b>Hale Awa Ku Moku</b> 79 S Nimitz Highway Honolulu, HI 96819				

Language	Name	Division	Email	Telephone
Cantonese	Joe Cheng	HAR-E	<a href="mailto:joe.cheng@hawaii.gov">joe.cheng@hawaii.gov</a>	587-1869
Japanese	Akemi Steinberg	HAR-O	<a href="mailto:Akemi.t.steinberg@hawaii.gov">Akemi.t.steinberg@hawaii.gov</a>	587-2068
Thai	Robert McLean	HAR-OCG		832-3848
<b>Kakuhihewa</b> 601 Kamokila Blvd Kapolei, HI 96707				
Japanese	Angie Naito	HWY-R	<a href="mailto:Angie.Naito@hawaii.gov">Angie.Naito@hawaii.gov</a>	692-7336
<b>Highways -- Oahu District</b> 727 Kakoi Street Honolulu, HI 96819				
Cantonese	Michael U Kuong Ung	HWY-0	<a href="mailto:u.kuong.ung@hawaii.gov">u.kuong.ung@hawaii.gov</a>	831-6707
Chinese	Albert Chung	HWY-0	<a href="mailto:Albert.Chung@hawaii.gov">Albert.Chung@hawaii.gov</a>	485-5211
Mandarin	Michael U Kuong Ung	HWY-0	<a href="mailto:u.kuong.ung@hawaii.gov">u.kuong.ung@hawaii.gov</a>	831-6707
<b>Harbors Division Honolulu Harbor</b> Honolulu, HI				

Language	Name	Division	Email	Telephone
<b>MAUI</b>				
<b>Highways - Maui District</b> 650 Palapala Drive Kahului, HI 96732				
Ilocano	Arthur P. Daguimol	HWY-M	<a href="mailto:arthur.daguimol@hawaii.gov">arthur.daguimol@hawaii.gov</a>	873-3535
Tagalog	Arthur P. Daguimol	HWY-M	<a href="mailto:arthur.daguimol@hawaii.gov">arthur.daguimol@hawaii.gov</a>	873-3535
<b>Kahului Airport</b> Kahului Airport Road Kahului, HI 96732				
Ilocano	Wilfred Pacubas	AIR-M	<a href="mailto:Wilfred.P.Pacubas@hawaii.gov">Wilfred.P.Pacubas@hawaii.gov</a>	872-3880
Ilocano	Adelia Natividad	AIR-M		872-3862
Ilocano	Gloria Bayle	AIR-M		872-3862
Ilocano	Julio Lucas	AIR-M		872-3862
Ilocano	Leticia Evans	AIR-M		872-3862
Ilocano	Teresa Failano	AIR-M		872-3862
Ilocano	Marites Reveles	AIR-M		872-3862
Ilocano	Gilbert Domingo	AIR-M		872-3893
Japanese	Amanda Guillot	AIR-M	<a href="mailto:Amanda.o.guillot@hawaii.gov">Amanda.o.guillot@hawaii.gov</a>	872-3890
Korean	Amanda Guillot	AIR-M	<a href="mailto:Amanda.o.guillot@hawaii.gov">Amanda.o.guillot@hawaii.gov</a>	872-3890
Pangasinense	Gloria Bayle	AIR-M		872-3862
Tagalog	Wilfred Pacubas	AIR-M	<a href="mailto:Wilfred.P.Pacubas@hawaii.gov">Wilfred.P.Pacubas@hawaii.gov</a>	872-3880
Tagalog	Adelia Natividad	AIR-M		872-3862
Tagalog	Gloria Bayle	AIR-M		872-3862
Tagalog	Leticia Evans	AIR-M		872-3862
Tagalog	Meriam Sison	AIR-M		872-3862
Tagalog	Teresa Failano	AIR-M		872-3862
Tagalog	Marites Reveles	AIR-M		872-3862
Tagalog	Gilbert Domingo	AIR-M		872-3893
Visayan	Meriam Sison	AIR-M		872-3862

Language	Name	Division	Email	Telephone
<b>Harbors Division Maui</b> Kahului, HI 96732				
<b>MOLOKAI</b>				
<b>Molokai Airport</b> Kaunakakai, HI 96748				
<b>Harbors Division Molokai</b> Kaunakakai, HI 96748				
<b>Lanai</b>				
<b>Lanai Airport</b>				
<b>Harbors Division Lanai</b>				

Language	Name	Division	Email	Telephone
<b>HAWAII</b>				
<b>Highways - Hawaii District</b> 50 Makaala Street Hilo, HI 96720				
<b>Hilo International Airport</b> 2450 Kekuanaoa St Hilo, HI 96720				
Japanese	Michiko Parente	AIR-V		961-9322
<b>Kona International Airport</b> 73-200 Kupipi Street Kailua-Kona, HI 96740-2645				
Hawaiian	Ray Carvalho	AIR-H		327-9503
Ilocano	Rudy Yadao	AIR-H		640-4885
Tagalog	Rudy Yadao	AIR-H		640-4885
<b>Harbors Division Kawaihae</b>  Kawaihae, HI				
<b>Harbors Division Hilo</b>  Hilo, HI				

Language	Name	Division	Email	Telephone
<b>KAUAI</b>				
<b>Highways -Kauai District</b> 1720 Haleukana Street Lihue, HI 96766				
Ilocano	Marcelina Riola	HWY-K	<a href="mailto:marcelina.riola@hawaii.gov">marcelina.riola@hawaii.gov</a>	241-3007
Tagalog	Marcelina Riola	HWY-K	<a href="mailto:marcelina.riola@hawaii.gov">marcelina.riola@hawaii.gov</a>	241-3007
<b>Lihue Airport</b> 3901 Mokulele Loop Lihue, HI 96766				
Ilocano	Wilbert Pigao	AIR-K		246-1431
<b>Harbors Division Kauai</b>  Lihue, HI				
Cebuano (Visayan)	Annabelle Clark	HAR-K	<a href="mailto:Annabelle.clark@hawaii.gov">Annabelle.clark@hawaii.gov</a>	241-3752
Tagalog	Annabelle Clark	HAR-K	<a href="mailto:Annabelle.clark@hawaii.gov">Annabelle.clark@hawaii.gov</a>	241-3752